

**WASHINGTON STATE DEPARTMENT OF REVENUE
INSTRUCTIONS FOR INITIATING
ELECTRONIC FUNDS TRANSFER (EFT) PAYMENTS
BY TOUCH-TONE TELEPHONE**

**Location Name:
DOR Reporting Number:**

IMPORTANT INFORMATION – PLEASE READ CAREFULLY!

- Your Service Access Key (previously known as Company Number) is 44263, location number _____, location password _____. This number ensures that only you can initiate Automated Clearing House (ACH) transactions from your bank account. Please keep this information confidential and DO NOT surrender this information to anyone not associated with the ACH network.
- Your phone call must be completed before 5:00 P.M. Pacific Time on the banking day prior to the date your tax payment is due. Transactions completed after the deadline will incur a penalty.
- You have the ability to initiate a transaction with a future effective date to help make your payment timely. Your account will not be drafted until the date specified and you may avoid any possible late penalties for missing the payment deadline. This is called 'warehousing' the payment.
- The effective date of your transaction and the date that you initiate your transaction cannot be the same. If they are, the transfer will occur the following banking day.
- Contact a Department of Revenue EFT representative immediately if you experience any difficulties. This includes: reaching the Automated Clearing House (ACH) system, relaying any of the necessary information, or completing your transaction by the 5:00 P.M. Pacific Time deadline. EFT representatives are available to assist you at telephone number (360) 902-7170.
- To cancel the transaction prior to completing a transaction (receiving a trace number, Step # 9 below) simply enter ***#. (three stars) followed by the pound sign (#) at any point during your call. The entire transaction will be canceled and you will need to start over. To correct/cancel a transaction after completing a transaction, see the appropriate section for correcting/canceling a transaction later the same day.
- After each field is entered, the system will repeat the entry and ask if it is correct. Enter 1# if correct and the system will proceed to the next field. Enter 0# if not correct and the system will ask for the value again.
- To cancel the current transaction during a call, simply enter three stars (***) followed by the pound sign (#) at any point during your call. The entire transaction will be canceled.

INITIATING A TRANSACTION – Please follow each step in the exact order given.

- 1) Calculate the check digit. Add up the number of digits in the payment amount along with numerical value of all digits. For example, the check digit for a payment amount of \$23,400.50 equals 21. It is calculated as follows:

$$\begin{array}{rcl} 2,3,4,0,0,5,0 & = & 7 \text{ digits} \\ 2+3+4+0+0+5+0 & = & \underline{14} \\ \text{The Check Digit} & = & 21 \end{array}$$

- 2) Dial 800-733-8872 (Toll-Free Number)
- 3) After you hear "Welcome. Please enter a pound sign after each entry. Please enter your service access key", enter your Service Access Key followed by #:

44263* _____ ***** _____ **#** (Department of Revenue ID, Location Number, Location Password)

- 4) After a valid service access key is entered, you will hear "Welcome to Washington State Dept. of Revenue's Electronic Tax Payment Service. Enter a value for Field 1 - Tax Amount", enter the payment amount. The maximum payment that can be accepted is \$999,999,999.00. Enter the dollars and cents exactly as shown in the following example of a tax payment amount of \$23,400.50.

Example: 23400*50#

- 5) The system will calculate a check digit and say "The check digit is ##, is that correct?". This number should be compared to your previously calculated number (Step #1).

- If it is correct enter 1#.
- If it is incorrect enter 0#, and the system will ask you to reenter the tax payment amount.

REMINDER: After each field is entered, you will be asked if it is correct. Enter 1# if correct and the system will proceed to the next field. Enter 0# if not correct and the system will ask for the value again.

- 6) After you hear "Enter value for Field 2 - Tax Type" enter the tax type code for the type of tax you are paying. Always enter 1 for excise tax followed by the # sign.

1#

- 7) After you hear "Enter value for Field 3 – Tax Period Frequency" enter the frequency code for the tax you are paying. Enter 1 for Monthly, 2 for Quarterly, or 3 for Annual.

Examples: 1# (monthly) or 2# (quarterly) or 3# (annual)

- 8) After you hear "Enter value for Field 4 – Tax Period" enter the tax period as shown below based on the tax period frequency.

For Monthly Payments enter MM*YY. For example, May 1999 would be entered as 05*99#

For Quarterly Payments enter QQ*YY. For example, second quarter of 1999 would be entered as 02*99#

For Annual Payments enter 01*YY. For example, for 1999 enter 01*99#. For 2000 enter 01*00#

Examples: 05*99# (monthly) or 02*99# (quarterly) or 01*99# (annual)

- 9) After you hear "Please enter an Effective Date", enter the date using MM*DD*YY format.

For example, if reporting for effective date of May 26, 1999 enter 05*26*99#.

PLEASE NOTE: To avoid penalties this date should not be later than the EFT due date. The EFT due date is one banking day after the tax return due date. A flyer listing the EFT payment due dates is available from the Department of Revenue.

- 10) At this point the system will provide you with a verification number (trace number) for your transaction. Please note this number for your records. This number allows the Department of Revenue to trace your transaction and will aid in correcting/canceling the transaction should the need arise.
- 11) Once you have received the trace number, your transaction is complete. To enter another transaction enter 1#. To exit the system enter 9# or you may hang up the phone.

CORRECTING/CANCELING A TRANSACTION

You have the ability to correct a transaction before 3:00 PM Pacific Time, on the same day the original transaction was called in. If you need to correct a transaction after 3:00 PM Pacific Time on the same day or on a following day you should contact an EFT representative at the Department of Revenue at telephone number (360) 902-7170.

To correct a transaction you must first cancel the original transaction and then initiate a new transaction. Please follow these steps to cancel a transaction on the same day through the ACH network:

- 1) Call 800-669-3110.
- 2) Tell the operator: "I need to cancel a transaction. My Company Number, (pre-assigned code) is:
44263, _____, _____ (Dept. of Revenue ID, Location Number, Location Password)
- 3) Be prepared to tell the operator the original verification (trace) number.
- 4) An operator will call you back with a new verification number for your cancelled transaction.
- 5) Enter the correct information by using the procedure shown above under INITIATING A TRANSACTION.

HOW ELSE CAN WE HELP?

Your EFT representative at the Department of Revenue is available to assist should you have any additional questions about your EFT transaction or have other tax-related questions. Please contact a Department of Revenue representative at (360) 902-7170.